

BENEFITS OF TELLER AUTOMATION

Improve Teller Efficiency and Productivity:

- **Automate cash counting and improve transaction time**
Faster and more accurate transactions with automatic dispensing and/or receiving of notes.
- **Minimize teller outages, shortages and reconciliation effort/cost**
Remove the human factor in counting cash to significantly reduce errors. Save money and back-office and branch time spent researching cash discrepancies.
- **Reduce time spent on vault buys and vault sells**
With programmed security levels and an electronic audit trail, all the tellers in a branch can quickly buy and sell required cash to an express cash recycler (ECR) without the need for dual control or closing teller windows. Tellers using the ECR have constant access to a much larger volume of cash without needing to buy cash from other tellers throughout the day, improving branch operations.
- **Diminish teller audit and settlement times**
With the majority of the cash stored in the teller automation unit and cash in teller drawers kept to a minimum, tellers can settle or be audited in a fraction of the time previously required.
- **Improve cash management, reduce cash on hand and cash in transit**
Reduce teller cash drawer levels and improve reporting by cash recyclers. Better reporting allows for more accurate predictions of cash needs and reduces the inefficiency/costs related to maintaining adequate cash levels.
- **Increase teller satisfaction while reducing teller turnover**
Removing the basic task of counting cash allows tellers to focus on customer service and selling to meet goals, reducing stress and improving teller satisfaction. Increased teller satisfaction reduces teller turnover and the costs associated with teller training.
- **Reduce time spent on staffing issues**
Eliminate time spent keeping and counting large teller cash drawers. Streamline efforts and make it easy for anyone to cover vacations, sick days or for non-tellers to handle transactions during busy periods.

Enhance Consumer Experience:

- **Improve client service**
By allowing front line employees to shift their focus away from cash counting, tellers stay connected with clients during the transaction. The ability to give more attention to each customer can result in a more satisfying experience with a higher level of service.
- **Scale down transaction wait times**
Transaction times improve as cash counting is removed from the teller, thus reducing wait times.
- **Focus on current and future needs of clients**
Tellers can assess the needs of clients and provide more banking services appropriate to their specific needs.

Mitigate Risk and Improve Security:

- **Enhance physical security /reduce risk of robbery**
Cash is stored in a UL 291 safe instead of cash drawers, significantly reducing cash exposure. Immediate cash storage has proven to be a large deterrent to both robbery and internal theft while also heightening employees' sense of security.
- **Lessen counterfeit loss**
A value provided by the automatic validation function of the unit for each note.

Facilitate Branch Design:

- **Introduce open branch design concept**
A reduction in the need for traditional security barriers can allow for a more open branch design.
- **Reduce or eliminate the need for a large cash vault and enable smaller branch design**
Enhanced branding and marketing efforts can be pursued, providing new opportunities for remote locations and off-site configurations.